

STATE OF ILLINOIS



ILLINOIS COMMERCE COMMISSION

Illinois' Power Meter

Retail Electric Suppliers: Best Practices & Consumer Protections

When: Wednesday, March 21, 2018

Where: ICC | 160 N. LaSalle St., Chicago, IL 60601

Main Hearing Room, 8th Floor

The Office of Commissioner Sadzi Martha Oliva will host the third installment of Illinois' Power Meter titled, *Retail Electric Suppliers: Best Practices & Consumer Protections*. In October 2017, the ICC adopted amendments to Part 412 of its Rules, which strengthened consumer protection requirements in order to ensure that the necessary awareness and transparency exist in the transactions taking place between consumers and Retail Electric Suppliers (RESs) and that the market functions as intended. With over 1.8 million residential customers receiving power from a Retail Electric Supplier, it is imperative that consumers are equipped with necessary tools to make informed choices and that RESs comply with relevant marketing and disclosure rules. This policy session will examine the recent amendments, highlight best practices of RESs, and feature key factors consumers should be aware of when engaging with suppliers. For the first time in ICC policy session history, there will be a consumer-focused segment in Spanish.

PROGRAM

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| 11:00 AM – 11:05 AM | Welcome and Opening Remarks Commissioner Sadzi Martha Oliva |
| 11:05 AM – 11:10 AM | Introduction of Panelists Janel Haretoun , Legal & Policy Advisor to Commissioner Oliva, ICC |
| 11:10 AM – 11:45 AM | Sales and Marketing Standards & Best Practices Panelists: Jean Gibson , Director, Office of Retail Market Development, ICC Kevin Wright , President, Illinois Competitive Energy Association Gerard T. Fox , Illinois Counsel, Retail Energy Supply Association Michael Nugent , Regulatory Counsel, IGS Energy |
| 11:45 AM – 12:05 PM | Consumer Awareness & Tools (presented in Spanish & English) Panelists: Ruby Haughton-Pitts , Director Advocacy & Outreach, AARP Anna M. Warnock , Consumer Rights Specialist, Citizens Utility Board |
| 12:05 PM – 12:30 PM | Moderated Q&A Gerardo J. Delgado , Legal & Policy Advisor to Commissioner Oliva, ICC |
| 12:30 PM | Closing Remarks |